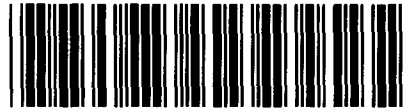


Control Number: 47932



Item Number: 114

Addendum StartPage: 0

47932
PROJECT NO. 41093

FILED

2018 OCT 18 AM 9:45

UTILITY: Alenco Communications, Inc.

QUARTER ENDING: SEPTEMBER 31, 2018
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	JULY	AUGS	SEP
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	95	96	96
% Primary orders completed in 5 working days	95%	99	99	92
% Installation commitments met	90%	98	98	97
% All Orders Completed in 30 days	99%	98	97	97
% All Orders Completed in 90 days	100%	100	100	100
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	2.5	2.7	2.4
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	3.0	2.0	2.5
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	3.0	2.5	3.2
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	3.0	3.0	3.0
% of out-of-service reports cleared in 8 working hours	90%	96	97	98
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Ray Bussell
Contact Telephone Number: 817-447-0127

Revised October 2006

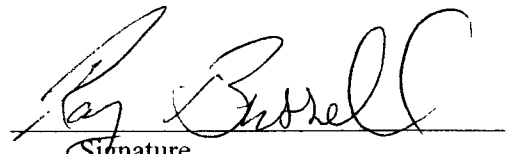
114

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF JOHNSON

I, Ray Bussell, the attestator, sign my name to this instrument this 15th day of October, 2018, and being a duly authorized officer of Alenco Communications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature
Ray Bussell
General Manager
October 15, 2018